



LOTUS
Relocation

Personal Data Protection Policy

Your privacy is important to us. This Personal Data Protection Policy sets out how Lotus Relocation Services Pte Ltd, Lotus Expat Relocation Services Ltd, collects, uses and discloses your Personal Information. The processing of your Personal Information is also subject to applicable laws. The Personal Information which you provide to us whether from now on or previously will be used and processed, and continued to be used and processed by us, in accordance with this Personal Data Protection Policy (as amended, varied or revised from time to time). We will take reasonable care and precaution to prevent the loss or misuse of your Personal Information. We may amend, vary or revise this Personal Data Protection Policy from time to time. If we revise the Policy, we will post the changes on our website or send a copy of the revised Policy to you by post or email.

“Personal Information” means any information in our possession or control that relates to you to the extent that you may be identified or identifiable from that information or in combination with other information in our possession.

“We”, “us” or “our” means Lotus Relocation Services Pte Ltd or Lotus Expat Relocation Services Ltd.

1. Personal Information we collect from you, includes but is not limited, to personal details such as name, identity number, passport number, age, gender, nationality, date of birth, address, telephone number, email address, education details, work experience and other details you provide when you engage our services.

We will not collect any other personal information, except that which is knowingly and specifically supplied to us by you as stated above.

2. The Personal Information we collect from you will be information that are, have been or may be collected by us in connection with any service(s) you have engage us to provide.

3. The purposes for which we collect your Personal Information are set out below:-

- (a) to communicate with you and to respond to your queries;
- (b) to process your application, inquiry or request;
- (c) to administer your application;
- (d) to conduct surveys, research and statistical analysis with the aim of helping us monitor and improve our services to you;
- (e) to comply with applicable laws, proceedings or inquiries from regulatory authorities, and enforcement agencies or similar purposes;
- (f) any other purposes permitted by applicable laws;
- (g) to enable us to verify your identity, sanctions screening and due diligence checks as may be required under applicable law or regulation;



LOTUS Relocation

Unless we expressly state otherwise elsewhere in this Data Protection Policy, we will not offer, publish or share your personal data with third parties, without seeking your explicit permission.

We will retain your information for only as long as there is a business or legal need.

4. To facilitate the purposes above and the provision of services to you, we may process, use and disclose your Personal Information to the following classes of third parties:-

- (a) regulatory authorities and enforcement agencies;
- (b) any court of law or any relevant party in connection with any claim or legal proceedings;
- (c) our contractors, service providers, consultants, auditors and advisors on a need to know basis.

The Personal Information may in some circumstances be transferred overseas however we will also ensure that these overseas entities we work with observe strict confidentiality and data protection obligations.

5. You are responsible for providing accurate, true and complete information about yourself and any other person whose personal information you provide us. Failure on your part may result in our inability to provide you with the Service you have requested.

6. As and when such Personal Information is no longer correct or becomes outdated, you have the right to request for any inaccurate personal data to be corrected by contacting us or submitting fresh information.

7. We retain your Personal Information in accordance with legal, regulatory, business and operational obligations, and have in place security measures to safeguard your personal data. When using external service providers, we require that they adhere to our security standards.

8. Personal Information may be transferred to, or stored at, a location outside of Singapore. Regardless of where Personal Information is transferred, we take reasonable steps to ensure that Personal Information is kept secure.

9. Personal Data are only accessible to those needs to know (authorized or designated officers of Lotus Relocation and Lotus Expat Relocation). Those individual who need to have access to the Personal Data are required to maintain the confidentiality of such information.



LOTUS
Relocation

10. Having regular Personal Data housekeeping in terms of retention periods for and classification of Personal Data for legal and business requirements. And removing and destroying documents and/or purging databases containing your Personal Data, or removing the means by which your personal Data can be associated with you as it is reasonable to assume that the purpose for which the Personal Data was provided to us is no longer being served by such retention, and retention is no longer necessary for legal or business purposes.

11. If we were already in possession of your personal data prior to 2 July 2014, we may have been using your personal data in connection with any service, questionnaire or generally to help us monitor and improve our services to you. . If you wish to make changes to your personal data, please contact us at our contact details below.

12. By giving or making available your Personal Information, you expressly agree and consent to the collection, use, processing and disclosure of your Personal Information in accordance with the terms of this Personal Data Protection Policy, including but not limited to, consenting to receiving communications and materials from us from time to time.

13. How to Contact Us

Write to us at:

Lotus Relocation Services Pte Ltd

11 Beach Road
#03-01 Crasco Building
Singapore 189675

Email: enquiry@lotusrelocation.com

Tel: +65 6536 8990